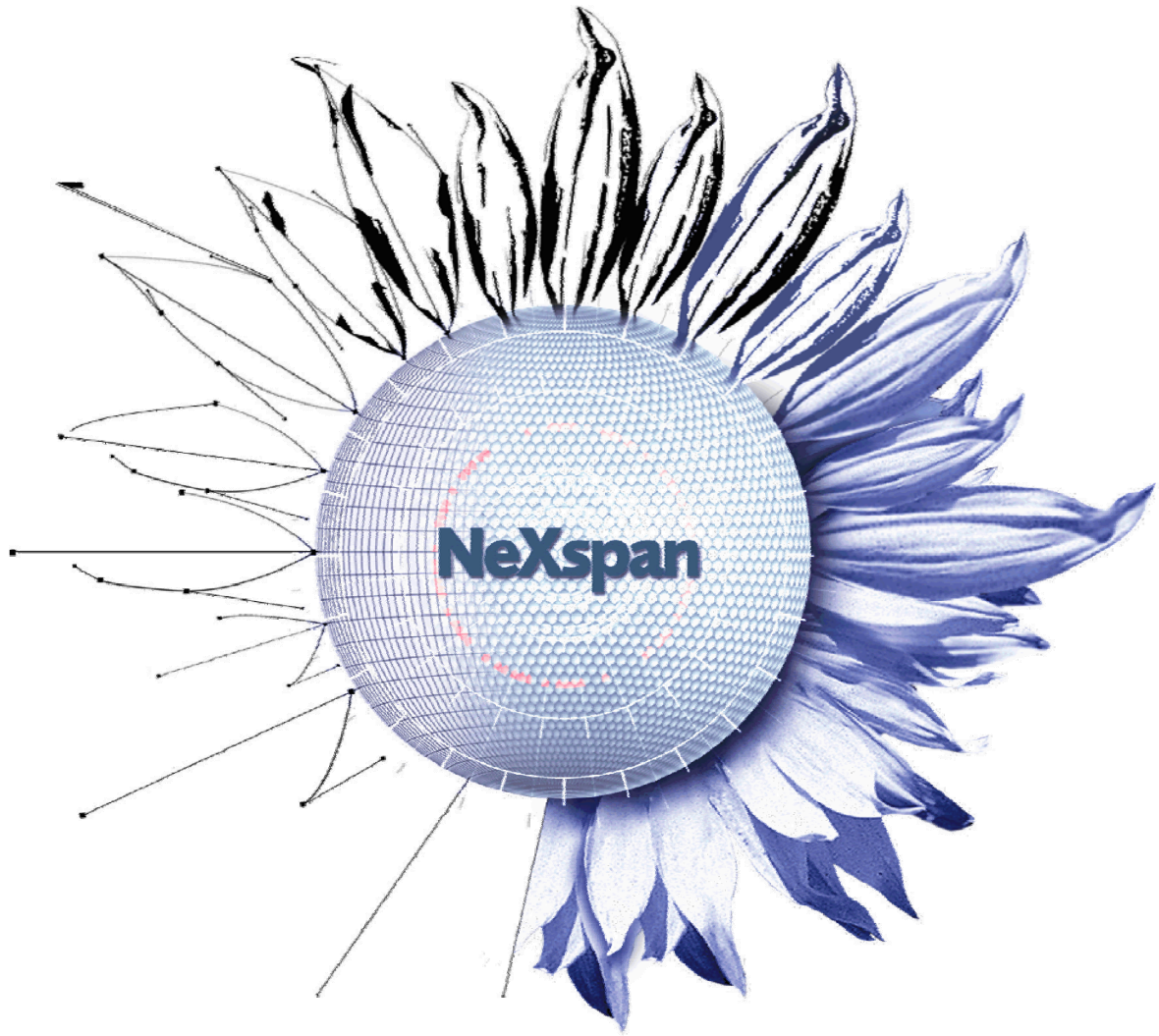




User Guide

TWS Alerter R2.1

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User Guide

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1. Presentation

1.1. Overview

TWS (Telephony Web Services) Alerter is a tool for supervising incoming telephone calls via a pop-up record showing detailed information about the caller. It integrates smoothly and effectively into your work environment, and appears only when a call is received. No special computer skills are required to use this document.

1.2. Features

TWS Alerter offers the following telephony services:

- Customized record pop-up: **TWS Alerter** includes a record pop-up engine which opens applications and retrieves the parameters. Example: client record in Exchange database.
- Off-hook and on-hook
- Standard record pop-up: when a call is received, a Windows notification screen appears showing the name and details of the caller. **TWS Alerter** retrieves the caller's name and details from all types of business directories.

2. Ergonomics

2.1. Running the application

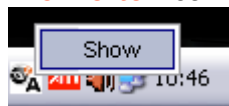
To start **TWS Alerter**, simply run the **TWS Caller** application.

2.2. Displaying/masking the window

By default, **TWS Alerter** is not visible, apart from an icon in the task bar:



If you wish to display the **TWS Alerter** window manually, for example to check that you are correctly identified, right-click the **TWS Alerter** icon in the task bar, and then click **Show**.



Click **Show** to open the **TWS Alerter** window.

The **TWS Alerter** window then opens with a default record:

Your TWS ID appears in this area.



This button masks the application.

This button is described in Chapter 3.

- To *mask the window*, click the cross in the top right of the window. The application remains active in the task bar.
- To *display the record of the last caller*, click the arrow in the bottom left of the window (described in Chapter 3).
- To *close the TWS Alerter application*, right-click the caller icon in the task bar, then click 'Close'. The **TWS Alerter** icon disappears (as well as all the TWS applications running already).



Click **Close** to close **TWS Alerter**.



In normal use the window appears and disappears automatically.

3. Using TWS Alerter

3.1. For incoming calls

TWS Alerter notifies you of all incoming calls via a record pop-up. The record gives you details of the caller:



3.1.1. Actions available before off-hooking

Several actions are available when the window opens:



Accept the incoming call (off-hook).



If you are already engaged in a conversation, *the on-going conversation is interrupted* and the new call immediately accepted (off-hook).



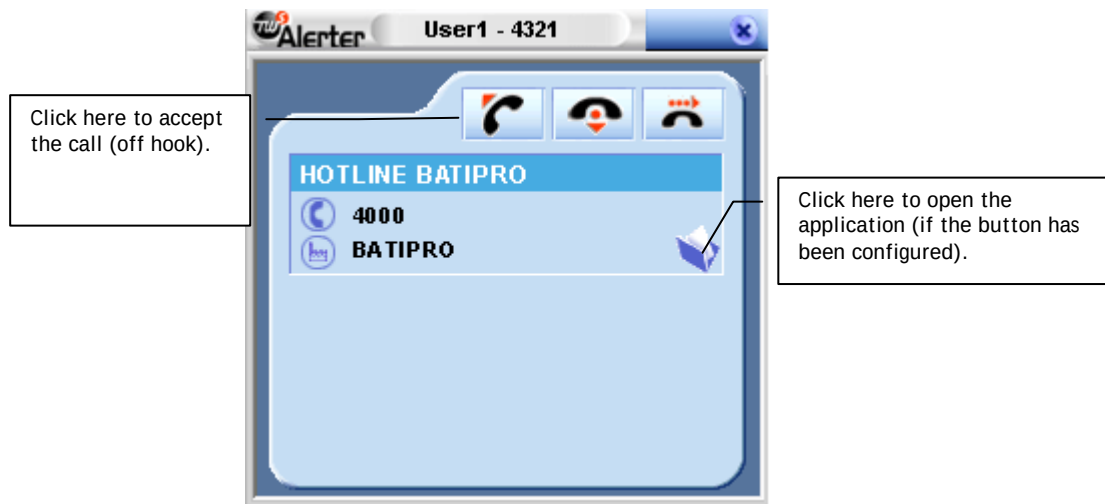
Open the third-party application (if this button has been configured).



Ignore the call: simply do nothing; you can click the cross to mask the window if it is in your way.



Divert the call: if you click this button when a call arrives, the call will be immediately diverted to any extension of your choice (voice mail, etc.).



3.1.2. Actions available during a call

The window remains open during the conversation (you can mask it without interfering with the conversation by clicking ) , and disappears once the conversation is over.

During the conversation you can:



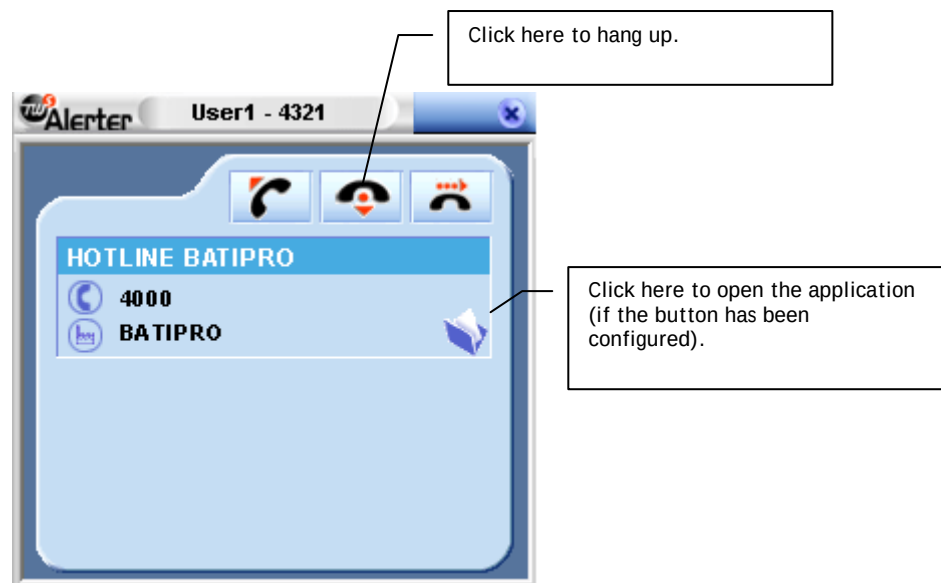
Hang up: end the conversation



Open the third-party application (if this button has been configured).



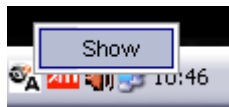
Mask the window: click the cross to mask the window if it is in your way.



3.2. Other situations

3.2.1. Displaying the last call

TWS Alerter can show you the record of the last person that called you. Right-click the **TWS Alerter** icon in the task bar, then click *Show*:



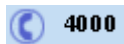
The default record appears:



Click the *red arrow* to display the information available about the last caller.

3.2.2. Possible actions

You can take the following actions:



Dial the number of the contact to call them. Click the telephone number which appears underlined



Open the third-party application (if this button has been configured).



Mask the window: click the cross to mask the window if it is in your way.



Click the number to dial it.

Click here to open the application (if the button has been configured).